



SUDEEP BILLAVA

ROOMS DIVISION
FRONT OFFICE / RESERVATIONS / REVENUE MANAGEMENT

PERSONAL DETAILS

 07th April 1986
 Indian
 +971 5598 55 622
 Billava.Sudeep@gmail.com
 Dubai, UAE

EDUCATION

2012
Hotel Revenue Management
E Cornell

2005
**Diploma in Aviation,
Hospitality & Travel
Management**
F.I.A.T.

PRO. SKILLS

Opera
Protel
Windows Office
Microsoft Outlook
Lotus Notes
Hotsys
Synxis
Micros P.O.S

WORK EXPERIENCE

RIU DEIRA , DUBAI NOV 2020 – PRESENT **TASK FORCE - FRONT OFFICE MANAGER**

- Pre-Opening Team, 787 Rooms, All Inclusive Resort.
- Responsible for providing leadership and oversight for the front office team while supporting the vision and the strategy of the company.
- Implementing all the standards and procedure of the company.

RIU ZANZIBAR NOV 2018 – NOV 2020 **CLUSTER FRONT OFFICE MANAGER**

- Responsible for all the front office operations in both properties i.e. The Star of the East and La Gemma – Multi Property / Complex All Inclusive Resort.
- Managed the front office teams and fostered a culture of growth.
- Managed a team of front desk, butlers, telephone operators, concierge, transportation, and the bell desk team.

TUI BLUE ZANZIBAR OCT 2016 – NOV 2018 **FRONT OFFICE MANAGER**

- Responsible for all the front office and reservation operations of the all-inclusive 5-star beach resort in Zanzibar.

- In charge of online reputation management system.
- Handled all tasks in the absence of the General Manager.

KHALIDIYA PALACE RAYHAAN BY ROTANA - ABU DHABI, UAE SEPT 2013 – SEPT 2016 **FRONT DESK MANAGER**

- 443 Rooms, Responsible for overall operations of the front office with a primary focus at the front desk.
- Ensured that end of the day procedures and subsequent reports were completed in an accurate & efficient manner.
- Was in charge of Front Office Department in absence of Director Of Front Office.

CORE COMPETENCIES

Rooms Management
Quality Assurance
Positive and Calm
Guest Focus
Effective Written and Verbal
Communication
Flexible
Interpersonal Skills
Organized and Detail Oriented
Team Work / Nurtures Growth
Encourage Innovation

REFERENCES

Mr. Fabien Chesnais
General Manager
Mövenpick Hotel Bur Dubai
Fabien.chesnais@movenpick.com

Mr. Tejas Shah
Revenue Manager
Mövenpick Hotel Jumeriah Lake
Towers
Tejas.shah@moevenpick.com

WORK EXPERIENCE

MÖVENPICK HOTEL - DOHA *APR 2011 – JUN 2013*
ASSISTANT FRONT OFFICE MANAGER & REVENUE MANAGEMENT

MÖVENPICK HOTEL - DOHA *APR 2009 – APR 2011*
FRONT OFFICE SHIFT LEADER & REVENUE CHAMPION

- Looked after all the activities of the department i.e., Reception, Cashiering, Bell Desk, Telephones, Guest Relations.
- Managed everything during nights (in the absence of Heads of departments), looking after Night Audit process, Housekeeping, Security, Restaurants, Banquets, Room Service and Health Club
- Handled a team of 14 employees and was also responsible for their training and development.
- Maintained quality standards, interdepartmental coordination, briefings, duty rosters, and also assisted the Front Office Manager in generating revenue reports & making budgets.
- Handled guest disputes, complaints and worked out solutions which were in the best interests of the guests and the company.

THE PARK, NAVI MUMBAI *MAY 2008 – APR 2009*
FRONT OFFICE SUPERVISOR

- Responsible for all front desk activities on a daily basis, i.e., check-ins, checkouts.
- Trained new employees, made duty rosters, prepared night reports, maintained guest history database, daily briefings and also maintained quality standards in my team.

CERTIFICATIONS

- ***Lessons in Leadership Program (Certification)***, Mövenpick Business Academy.
- ***The Job Trainer (Certification)***, Mövenpick Business Academy.
- ***Cherish Award for Guest Recognition Program***, Mövenpick Hotel, Doha. Introduction to the Fundamentals of Revenue Management (Certification) - IFH Academy, IBN Battuta Gate Hotel Dubai, UAE.
- ***Executive Management (Certificate)***, IFH Academy, Mövenpick Hotel Bur Dubai, UAE.
- ***Departmental Trainer***, Front Office - Mövenpick Hotel Doha.